

**THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN):** (a) The National Consumer Helpline was launched on 15th March, 2005.

(b) The functions of NCH are to provide telephonic advice, information, guidance on consumer related problems to the consumers, who call NCH on Toll Free Tel. No. 1800-11-4000 from MTNL & BSNL lines from Monday to Saturday (9.30 a.m to 5.30 p.m.)

(c) and (d) Foreign airlines operating in India are not outside the purview of NCH. However the scope of NCH is limited to providing telephonic advice, information and guidance.

(e) It is not the function of NCH to bring all foreign companies selling goods in the country under the NCH. The functions are confined to providing advice, guidance and information by telephone to aggrieved consumers on their individual consumer grievances relating to any products and services with a view to protect their consumer rights.

#### **Violation of the Emblems and Names Act by institutions**

**1076. SHRI M.V. MYSURA REDDY:** Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that private institutions, educational or otherwise, using the prefix India, Indian Institute or National are patronized by the Centre or State or any local Government body;

(b) if so, the details of such institutions;

(c) whether it is also a fact that those institutions are violating the Emblems and Names (Prevention of Improper Use) Act, 1950; and

(d) if so, the action taken against such institutions?

**THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR):** (a) The private institutions, educational or otherwise, using the prefix India, Indian, Indian Institute or National are not necessarily patronized by the Centre, State or any other local Government Body. The use of the word India, Indian, or National as a prefix is not expressly prohibited under the Emblems and Names (Prevention of Improper Use) Act, 1950. However in order to prevent improper

use of certain emblems and names, the Act requires the previous permission of the Central Government for using any name which may suggest or be calculated to suggest the patronage of the Government of India, State and local authorities.

(b) The private institutions, educational or otherwise, in the country approach the relevant registering authority in their respective States/Union Territories for registration. The Government considers only those proposals, which are forwarded to it by various registering authorities for previous approval for use of certain names and emblems as specified in the Schedule of the Act.

(c) and (d) Whenever specific cases of violation of the provisions of this Act have been brought to the notice of the Government, the Government has directed the concerned States/Union Territories to investigate the matter and take appropriate action under the provisions of the Emblems and Names (Prevention of Improper Use) Act, 1950. Besides, the Government has sent a letter to all the States/Union Territories to ensure the prevention of any misuse of names, which may suggest or be calculated to suggest the patronage of Government of India, State Governments and local authorities.

### **Clearance to consignment of imported wheat**

1077. SHRI K.E. ISMAIL: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the consignment of the imported wheat have started coming;

(b) if so, the quantity contracted for import from which countries and at what price and the quantity arrived, so far;

(c) whether it is a fact that Indian ports are saddled with about 4,00,000 tonnes of wheat waiting for clearance due to freight train and manpower shortages; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DR. AKHILESH PRASAD SINGH): (a) Yes, Sir.